

CHIEF TECHNOLOGY OFFICER
(Executive Management)

DEFINITION:

Under administrative direction, to serve as the proactive leader in developing the County's Information Technology (IT) vision and policy, by ensuring that IT services are acquired and information resources are managed in a manner that implements the mission of the Chief Administrative Officer and the priorities established by the Board of Supervisors.

DISTINGUISHING CHARACTERISTICS:

Chief Technology Officer is a one-position Executive Management in the Unclassified Service reporting directly to the Chief Administrative Officer. The incumbent acts as an advisor to executive management to develop and oversee a customer-focused, cost-effective IT organizational approach, be responsible for managing large outsourcing contracts, and extensively network with outside organizations. The Chief Technology Officer serves as an active change agent in implementing all processes aligned with the County's mission, and may be involved in the development and recommendation of County-wide IT policy.

EXAMPLES OF DUTIES:

Provides strategic and tactical direction for the County's information and technology efforts; provides the vision and leadership to assess potential areas of opportunity in which IT could facilitate delivery of County services; incorporates business process reengineering (BPR) strategies in implementing IT functions throughout County; participates as key member of executive management team and creates an effective environment and understanding among the team about IT; manages out-sourced (vendor) contracts; manages client relations; oversees the development and/or acquisition of IT management systems; oversees plans to reinvest in the IT infrastructure; performs investment analysis, planning and budgeting; leads the development of an IT governance framework that defines the working relationship of IT components within the organization; manages information and work flow between County departments; serves as a member of the IT management committee; facilitates the reengineering and continuous improvement of business processes by utilizing appropriate IT resources; monitors and evaluates IT performance County-wide; coordinates technology evaluation and transfer including technology deployment, network and systems management; evaluates performance of vendors and other external providers of IT services; manages client relations to ensure development of service-objective expectations; acquires and develops core competencies of the County Technology Office; identifies, transfers and integrates new technologies into IT infrastructure; develops benchmarking strategies and performance metrics; monitors expenditures of all IT efforts; actively communicates and enforces an appropriate set of standards and policies as they relate to IT functions, Board policies and CAO directives; demonstrates and/or explains how information technology can enhance mission accomplishment; monitors department/agency strategic and tactical IT plans; incorporates existing County hardware and systems with vendor's; determines minimal acceptable standard levels (MASL's) for the County; supervises and directs professional and office staff.

MINIMUM QUALIFICATIONS:

Thorough Knowledge of:

- Principles of data processing and system design.
- Computer hardware and software capabilities.
- Information Technology industry trends, standards and competition.
- General and financial management protocols.
- Contract negotiations and administration.
- Modern methods and state-of-the-art technology related to information technology systems, including telecommunications, wide area networks, image processing, websites, LANs, etc.
- Principles and practices of supervision and training.
- Principles and theory of general administration, fiscal management and accounting
- Telecommunication system design and installation.
- General Management System (GMS) in principle and in practice.

Skills and Abilities to:

- Communicate effectively, both orally and in writing.
- Supervise, train, and evaluate the work of subordinate staff.
- Prepare executive-level correspondence and reports.
- Maintain excellent interpersonal relationships with executive staff, external vendors and
- Manage client relations to ensure development of service-objective expectations
- Think and communicate in a strategic and proactive manner.
- Negotiate contracts with vendors, sales associates and corporations.
- Collaborate relationships with peer executives.
- Monitor vendor contracts and performance.

EDUCATION/EXPERIENCE:

Education, training, and/or experience, which demonstrate possession of the knowledge and skills listed above.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

License:

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.